

DEPARTMENT OF HEALTH SERVICES

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CMSP Letter No.: 01-1

Issue Date: February 8, 2001

TO All County Medical Services Program (CMSP) County Welfare Directors

SUBJECT Changes to CMSP Eligibility Manual: Optional Use of the Face-to-Face Interview at Application, Reapplication, or Restoration

The purpose of this letter is to transmit recent changes to CMSP eligibility rules. On December 7, 2000, the CMSP Governing Board voted to make the face-to-face interview optional at application, reapplication, or restoration for all CMSP Family Budget Units (CFBUs). Effective February 1, 2001, county eligibility staff are no longer required to conduct a face-to-face interview for a CMSP application, reapplication, or restoration process.

This policy change does allow all applicants the right to request a face-to-face interview with eligibility staff if they so desire.

Counties currently conducting face-to-face interviews at the time of application shall allow applicants the option of taking the application home to complete and return by mail. Likewise, counties that schedule applicants for "bring-back" appointments shall allow applicants to return the forms by mail. ISAWS counties can allow applicants the option of completing the "interactive" interview in person or by phone, but shall also offer all applicants the option of returning the application forms by mail without any interview requirement. Counties shall provide postage-paid envelopes to applicants for their use when returning forms or verifications. If the request for an application is made by phone, the county shall complete an application on the applicant's behalf to protect the applicant's date of application and retro months of eligibility, and mail the Statement of Facts to the applicant for completion.

Applicants shall be advised that they may want to come in to the county office for assistance if they have an immediate need for CMSP benefits.

Eligibility staff may require the applicant to complete a face-to-face interview before benefits are established, when eligibility staff determine any of the following conditions exist:

- Information provided on the application form or verifying information provided is questionable;
- Individual has no visible means of support, such as in-kind income, or means of support is not reported for the individual; or

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Income and expenses of a self-employed individual do not match reported income and that questionable information can not be resolved with follow-up telephone contact and/or mail.

When a beneficiary is required by the county to attend a face-to-face interview for any reason, eligibility staff must document the reason(s) in the case record for post-eligibility review and audit.

The CMSP Eligibility Manual Section: Article 3, 3-020 has been revised to reflect this change. Enclosed with this letter is the revised CMSP Eligibility Manual page, which reflects this change.

Filing Instructions

Remove Pages

3-3

Insert Pages

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If you have any questions concerning these changes, please direct them to Ms. Tina Thomas, in the CMSP Unit, at (916) 327-4842.



Gail Winter, Chief
County Medical Services Program

cc Ms. Tina Thomas
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CMSP ELIGIBILITY MANUAL

(c) CMSP 13

3-017. CMSP Application for County General Assistance(GA)/General Relief (GR) Recipients

The county may follow an abbreviated CMSP eligibility process for recipients of county GA/GR payments who request medical assistance. GA/GR eligibility shall serve as verification of CMSP eligibility until GA/GR eligibility is terminated. Such applicants must sign and complete the following forms:

- (a) CMSP 13
- (b) CMSP 210
- (c) CMSP 219
- (d) CMSP 1153

3-018. Date of Application

The date of application for CMSP shall be the date the completed application is received by the county department.

3-019. Withdrawal of Application--Request for Discontinuance

An applicant or beneficiary may withdraw or request discontinuance at any time. The county shall note such a request in the case file. If a written request is not submitted by the applicant or beneficiary, the county shall issue a Notice of Action (NOA) which indicates that the action is being taken to withdraw the application or discontinue benefits and that the applicant/beneficiary must contact the county to indicate if they desire that the application process or eligibility continue.

3-020. Face-To-Face Interview

A face-to-face interview with the applicant, or the person completing the Statement of Facts is optional at the time of application, reapplication, or restoration. However, the eligibility staff may require the applicant to complete a face-to-face interview before benefits are established when eligibility staff determine any of the following conditions exist:

Information provided on the application form or verifying information provided is questionable;

The individual has no visible means of support, such as in-kind income, or means of support is not reported for the individual;

CMSP ELIGIBILITY MANUAL

Income and expenses of a self-employed individual do not match reported income and the questionable information cannot be resolved with follow-up telephone contact and/or mail.

If needed, the interview:

Shall be completed within 30 days of the date of the application or reapplication;

Shall not be required for persons who have a government representative, such as a public guardian, acting on their behalf;

- (c) Shall be conducted by a representative of the county department unless, for good reason, a direct interview between the county department and the applicant/beneficiary or the person completing the Statement of Facts is not possible. In such a situation, the interview may be conducted by another public agency acting on behalf of the county department;

Shall include the completion and explanation of the contents of the beneficiary rights and responsibilities form, CMSP 219 (CMSP Rights, Responsibilities and Other Information). The representative of the Agency conducting the interview is responsible for meeting this requirement.

3-021. Statement of Facts

Following completion and submission of the application form, a Statement of Facts (MC210/SAWS2 or other approved form) shall be completed, signed, and filed with the county department. A person applying for CMSP and requesting retroactive coverage shall complete the Statement of Facts for the retroactive month. The Statement of Facts shall be used by the county department in the determination of the applicant's eligibility, share of cost and other health coverage.

3-022. Persons Who May Complete and Sign the Statement of Facts

The applicant or spouse of the applicant shall complete and sign the Statement of Facts, unless:

- (a) The applicant has a conservator, guardian, or executor. In this case, the conservator, guardian or executor shall complete and sign the Statement of Facts.
- (b) The applicant is incompetent, in a comatose condition or suffering from amnesia, and there is no spouse, conservator, guardian or executor. In this case: